NETWORK MANAGER REPORT

DECEMBER 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

December brought a positive close to an exciting year of growth and change. Long-term projects such as version 2.0 of alabama.gov were completed, as well as the transition to our new and improved data center. As 2005 arrives, we look forward to another year of progress for the state's eGovernment initiative.

Highlights during the month were:

- Pre-project planning has begun on two new projects, one for the Board of Professional Engineers and Land Surveyors to allow new applicants to register for examination, the other for the Department of Industrial Relations, allowing human resources personnel to complete continuing education credits at a Workers Compensation workshop.

- The Home Builders Licensure Board completed their annual license renewal period with an adoption rate of 84%. This phenomenal first-year adoption rate can be credited to the commitment of the Board staff in promoting and informing license holders of the service and the benefits of renewing online.

- The Home Builders Licensure Board has requested that the Alabama Interactive renewal receipt continue to be available for the few weeks. This will allow those who have not yet received their license to provide permit authorities with proof of license renewal. This added feature was accomplished with no modification to the existing system.

- Preliminary work on alabama.gov version 3.0 has commenced with project timelines and deliverables established. Work has also begun on the initial design concepts. The design will be finalized in January in preparation for the official portal launch in the second quarter of 2005.

- Work on the Department of Revenue's income tax extension application is nearly completed. The application is awaiting payment scheduling information as well as pending final testing and review by the agency. The application is expected to go live in January.

- The Department of Conservation and Natural Resources, "Shop Outdoor Alabama" online shopping cart application was successfully launched and processed several orders during the month of December.

- The Alabama Bureau of Investigation's criminal histories project has entered the pre-project planning stage. On December 13th, we attended a follow-up meeting with ABI. This meeting was very positive and we look forward to working with the agency to make this service available soon.

- The State Motor Pool informed Alabama Interactive that they would like to release the online vehicle reservation application for use by all state agencies as of January 1, 2005. Several enhancements to the online service will be completed prior to the full scale implementation on the first of the year.

Marketing

The press release announcing alabama.gov's recent Best of the Web top-ten finish, received wide media coverage across Alabama. The story was covered by television, radio and print news in the Huntsville, Birmingham, Montgomery and Mobile markets, as well as Alabama Public Radio. The press release was re-issued in December to coincide with the end of the special legislative session.

As part of the alabama.gov version 3.0 development, Alabama Interactive has begun preliminary work on the marketing materials that will be associated with the newest version of the portal. These materials will be distributed to schools, libraries and state agencies and will cover the many uses and features of the alabama.gov portal.

Alabama Interactive continues to work with organizers to explore the promotional opportunities for Montgomery's Jubilee Cityfest as well as other festivals throughout the state. A marketing plan for Jubilee Cityfest is under development and should allow promotion the services offered by alabama.gov to a broad audience.

Montgomery Living Magazine will be working on a full-page advertorial that will run in a coming issue of the magazine. This article will developed jointly by magazine staff and Alabama Interactive to highlight services offered by alabama.gov.

Development

The Department of Public Safety has requested an investigation into the feasibility of interfacing with their Reinstatement application to provide merchant services capabilities. This project is still in the requirements gathering phase.

The Board of Nursing has asked for two new applications that would allow Alabama nurses to apply for an Advanced Practice license online. This application is still in the requirements-gathering phase.

The Department of Industrial Relations has requested a registration application that would allow their clients to register for seminars online. This application is currently in the design phase.

The Board of Architects has requested a more complex intranet report to support the license renewal application released on September 1st. They requested particularly the ability to track CE hours along with class information for renewing architects. The new reporting functions were completed and deployed into production in December.

The Board of Pharmacy has requested business flow modifications to several of the licensing applications completed in early October. The requested changes are currently in agency testing with deployment expected in mid January.

The State Motor Pool has requested changes to the vehicle reservation application to modify the methodology by which vehicle inventory is tracked and reserved. By obtaining vehicle inventory for a thirty day period rather than a single day, the application will more accurately track vehicle availability. Motor Pool has also requested a change to allow users to reserve vans via the online application. Both changes were completed in December and deployment to production is expected on January 3rd.

The Board of Social Worker Examiners has requested an application to support license renewal. The application presentation layer and middle tier began development in December. The application data tier design is on hold awaiting design elements from the agency partner. Completion and testing of this application is expected to begin in mid January.

The Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The Alabama Department of Environmental Management has requested an application that would allow persons to register for Smoke School classes online. Because of space constraints the application would also give notice to potential registrants if they would not be able to register online due to these limitations. This application is complete and is currently awaiting partner approval for deployment to production.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. At the request of DCNR, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types.

The State Banking Department has requested modification to their license renewal applications to support one-stop renewals of multiple license types. The development phase of this application was completed in mid-December and the application was transitioned to testing. Production is scheduled for the second week of January.

The State Board of Chiropractic Examiners has requested a new application to support facility permitting. The application completed development and internal testing and began agency testing in late December. Transition to production is scheduled for the second week of January.

The Department of Revenue has requested the development of an online service to process Income Tax extensions. The application is in the development phase with internal and agency testing beginning mid January.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and Mini-Code License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online.	This application is complete and in production.
State Banking Department	Deferred Payment Renewal	This service allows pay-day lenders to renew their license online and pay renewal fees.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Store	This application allows users to shop for Outdoor Alabama products.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunt Outdoor Alabama	This application promotes mentoring among Alabama's outdoorsmen population.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.

Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is complete and in production.
Alabama Department of Industrial Relations	Merchant Services	This application allows employers to pay quarterly filing fees.	This application is complete and in production.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is complete and in production.
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is complete and in production.
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.

Agency	Application	Description	Status
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application allows local governments the ability to download their revenue reports via the web.	This application is in development.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/ decision.	March 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is in agency testing.	February 2004
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is in development	January 2005

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application will allow HR professionals to register for continuing education classes.	This application is in development.	February 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in the pre-project planning phase.	February 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow	This application is in the pre-project planning phase	April 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	January 2005
Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	March 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	October 2005

Alabama Board of Social Work Examiners	License Renewal	This application will allow licensees to renew their licenses and pay the renewal fee.	This application is in development.	January 2005

SERVICE REQUESTS

Service Request #58
Alabama Department of Industrial Relations - Workers Compensation Division, Workers Compensation Continuing Education Registration
Alabama Interactive requests and recommends that this service for the Alabama Department of Industrial Relations - Workers Compensation Division is added to the network as a charge service. The Alabama Department of Industrial Relations - Workers Compensation Division, Workers Compensation Continuing Education Registration system is at no cost to the Alabama Department of Industrial Relations - Workers Compensation Division.

MONTH IN REVIEW

December Financial Report (Alabama Interactive)

Total December AI Network Transactions:	164,525
Average Successful Request per Day:	4,257
Total December alabama.gov Visitors:	103,064
Total December alabama.gov Page Views:	260,735
Total December alabama.gov Chats or Offline Messages from Live Help:	588

OPERATIONS & ADMINISTRATION

The transition to the new, central data center is complete. All applications were officially switched over on December 5, one week ahead of our scheduled cutoff date for the old data center. The transition went smoothly with minimal interruption to online services occurring during the move.

We continue to screen potential candidates for the application developer and customer service representative positions. These vacancies are expected to be filled in the coming months.

OTHER BUSINESS/IN CLOSING

We close 2004 with notable achievements: the state was recognized as an eGovernment Pioneer; alabama.gov was honored with a top-ten finish in the Best of the Web awards; and the state marked a milestone with over 60 online services in production.

Thanks to the efforts of our agency partners, Alabama's eGovernment initiative has made great strides during this past year. We look forward to the opportunities brought with the coming year as well as the chance to help further the goals of the electronic government initiative in Alabama.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis